

**Fiscal Year 2016**

# **FAMILY DEVELOPMENT AND SELF-SUFFICIENCY PROGRAM ANNUAL REPORT**



Prepared by:

Division of Community Action Agencies

Iowa Department of Human Rights

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## FAMILY DEVELOPMENT AND SELF-SUFFICIENCY COUNCIL

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## Iowa FaDSS

### *Strengthening Iowa's Families. Strengthening Iowa's Economy.*

*Families that participate in FaDSS receive in-home services that support:*

- ✓ Increased employment
- ✓ Increased income
- ✓ Decreased Family Investment Program (FIP) payments
- ✓ Achievement of educational goals
- ✓ Increased access to services and treatment for identified domestic violence
- ✓ Increased access to services and treatment for identified mental health concerns
- ✓ Increased access to treatment for identified substance abuse

*Services are tailored to each family, using identified strengths to address barriers to self-sufficiency through six core program components:*

- 1) Assessment
- 2) Goal Setting
- 3) Home Visiting
- 4) Referrals and Collaboration
- 5) Support
- 6) Advocacy and Self-Empowerment

Iowa's Family Development and Self-Sufficiency (FaDSS) Grant Program was created by the 1988 Iowa General Assembly to assist Family Investment Program (FIP) families with significant or multiple barriers reach self-sufficiency. FaDSS provides services that promote, empower, and nurture families toward economic and emotional self-sufficiency.

The foundation of FaDSS is regular home visits with families. Using a strength-based approach, FaDSS made 21,917 home visits in FY 2016. Core services include support, goal setting, and assessment. Assessment aids the family to identify strengths that they possess that may be used to eliminate barriers to self-sufficiency. Goal setting helps families break down goals that seem out of reach into small steps that will lead to success. Support is given in many ways such as referrals, group activities, linking families to communities and advocacy. Participation in FaDSS is a voluntary option for people receiving Family Investment Program (FIP) benefits.

The FaDSS Council awards grants to agencies to provide family development services to families at risk of welfare dependence and family instability. In FY 2016, FaDSS provided services **in all 99 Iowa counties** through a network of seventeen grantees providing services to 3,319 families, including 5,896 children. During FY 2016, FaDSS families earned total **wages of \$5,418,708** resulting in a **FIP savings of \$1,449,901**.

During FY 2016, FaDSS was funded with an appropriation of \$6,192,834 in TANF and state general funds. In addition, other supporting funds of \$1,296,481 were provided to supplement FaDSS services.

## Fiscal Year 2016 Capacity and Funding

Grantee	Capacity	Total Grant	Other Support	Total FaDSS
Community Action Agency of Siouxland	40	\$159,513	\$19,153	\$178,666
Community Action of Eastern Iowa	98	\$374,591	\$0	\$374,591
Community Action of SE Iowa	90	\$344,012	\$44,106	\$388,118
Four Oaks	222	\$848,563	\$29,642	\$878,205
LSI	39	\$159,264	\$5,000	\$164,264
MATURA	29	\$121,755	\$15,000	\$136,755
MICA	134	\$512,196	\$0	\$512,196
Mid-Sioux	35	\$142,105	\$16,682	\$158,787
NEICAC	77	\$294,321	\$1,181	\$295,502
NICAO	72	\$275,210	\$0	\$275,210
OT	79	\$286,677	\$9,400	\$296,077
Polk FEC	189	\$722,425	\$1,077,152	\$1,799,577
SCICAP	53	\$202,585	\$1,750	\$204,335
SIEDA	108	\$412,814	\$0	\$412,814
UDMO	75	\$289,446	\$10,170	\$299,616
WCCA	105	\$401,347	\$31,557	\$432,904
YSS	88	\$336,367	\$35,688	\$372,055
<b>Total</b>	<b>1533</b>	<b>\$5,883,191</b>	<b>\$1,296,481</b>	<b>\$7,001,006,</b>

DHR Admin @5%  
Total Appropriation

\$309,643  
\$6,192,834

### *Selected program features, FY 2016.*



## Fiscal Year 2016 - Selected Outcomes

### Increased Employment

- In FY 2016, 23% of FaDSS households had at least one adult employed at program entry. At exit, 49% of households had at least one adult employed.
- Over 1,600 families were involved in activities designed to increase work preparedness skills. These activities, provided by FaDSS, include resume writing, mock interviews, and assistance with completing job applications.

### Increased Income

- In FY 2016, employed families exiting FaDSS increased their average monthly wages to \$1,252, a increase of \$591.

### Decreased Family Investment Program (FIP) Payments

- At entry, families averaged \$377 in FIP payments. At exit, the average FIP payment for families was \$114, a decrease of \$263.

### Achievement of Educational Goals

- Twenty-eight percent of adults in FaDSS lacked a high school diploma/GED or adequate literacy skills.
- FaDSS assisted families in achieving major educational goals:
  - 79 families completed a GED/HS Diploma
  - 77 families completed a certification program
  - 38 families completed an Associate's Degree
  - 11 families completed Bachelor's Degree

### Increased Access to Services and Treatment - Domestic Violence

- Fifty percent of FaDSS families have a family member that is a current or past victim of domestic violence.
- In FY 2016, 480 FaDSS families had experienced domestic violence. Seventy-seven percent of those families accessed necessary and appropriate assistance.

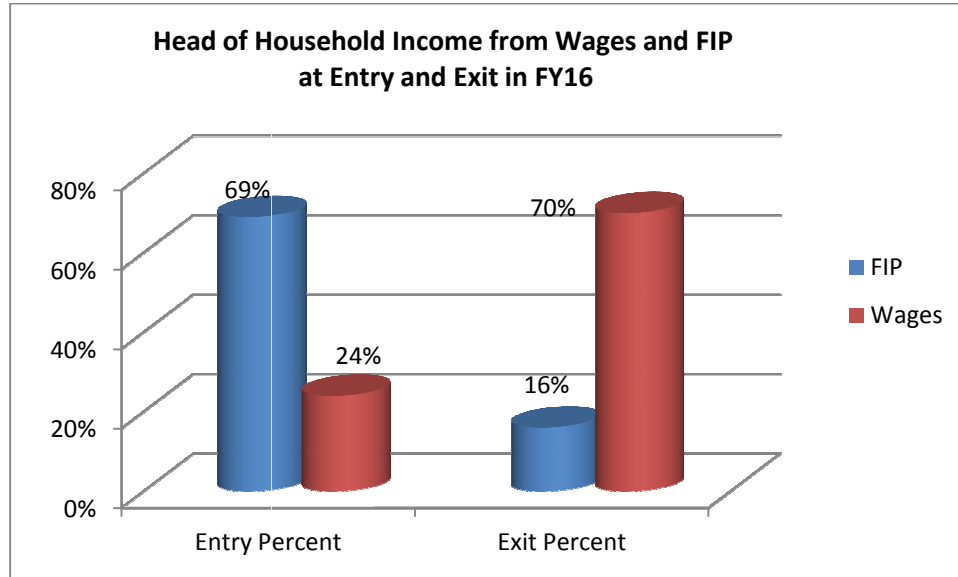
### Increased Access to Services and Treatment - Mental Health

- In FY2016, 1,416 adults had a substantiated mental health issue.
- In FY2016, 85% of adults with a mental health barrier accessed treatment.

### Increased Access to Treatment - Substance Abuse

- In FY 2016, 481 adults had a substantiated substance abuse issue.
- In FY 2016, 85% of adults with a substance abuse barrier accessed treatment.

## Fiscal Year 2016 - Selected Outcomes

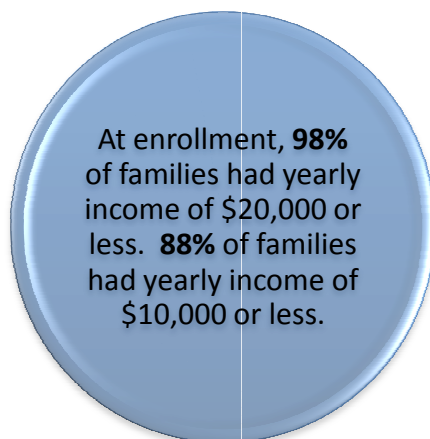


## Fiscal Year 2016 – Selected Demographics

Ethnicity	Individuals	Percent
White	5185	55%
African American	2410	25%
Multi Racial	845	9%
Hispanic or Latino	566	6%
Native American or Alaskan Native	123	1%
Asian	96	1%
Native Hawaiian/Pacific Islanders	16	<1%
Other	91	1%
Not Reporting	153	2%
<b>TOTAL</b>	<b>9485</b>	<b>100%</b>

Head of Household Education Level at Enrollment	Individuals	Percent
Elementary or Middle	44	2%
Some High School	437	22%
High School Diploma / GED	737	37%
Some college	518	26%
Trade/vocational Training	86	4%
Two year college degree(Associates)	105	5%
Four year college degree(Bachelors)	48	2%
Masters degree or above	8	<1%
<b>TOTAL</b>	<b>1983</b>	<b>100%*</b>

\*Percentages may not add to 100% due to rounding.



# **FaDSS Year End Summaries**

**FY 2016**

**As Prepared by FaDSS Grantees**



10. South Central Iowa Community Action Program
11. Southeast Iowa Community Action Org.
12. Southern Iowa Economic Development Association
13. Upper Des Moines Opportunity, Inc.
14. West Central Community Action
15. Winneshiek County Board of Supervisors
16. Woodbury County Community Action Corp.
17. Youth and Shelter Services, Inc.



## **Community Action Agency of Siouxland**

**Delivery Area:** Woodbury County

**Capacity:** 40

### **Successful Goals:**

- Implementing family screenings to identify more family barriers to be able to link them to further services.
- Increased collaboration with other agency providers including Jackson Recovery, Family Solutions, Family Wellness, Sioux City Community Schools, Head Start/ Early Head Start, HOPES and DHS.

### **Partnering with Community Agencies:**

FaDSS staff has been working diligently to increase relationships with Community supports. While they maintain their positive reputation within the community they continue to build new relationships with outside providers. Along with their strong collaboration with Jackson Recovery Centers inpatient treatment and Sanctuary Apartments, they have built and maintained strong relationships with Family Solutions Services for Behavioral Health Intervention Services, Choices Counseling Services for BHIS, Department of Human Services Child Protection and Social Work Units, Probation Officers, Juvenile Court System and inner agency programs such as Head Start and Early Head Start. New partnering includes DISMAS Charities halfway house for Federal offenders, Ex-offender program at Iowa Works, Human Rights Commission street people project, and Family Wellness Center for therapy and new substance abuse treatment.

### **Success with Families:**

Julie moved to Sioux City from Milwaukee with her four children to get away from an increasingly violent city and a domestic violent relationship. She had a cousin in Sioux City who lived in a house with her kids and owned a clothing store in the Southern Hills Mall and said she could stay with her while she got on her feet. Julie applied for housing and received a voucher. She also applied for FIP and enrolled in FaDSS. She struggled with transportation, daycare, employment, and finding housing due to the housing shortage in the Sioux City area. FaDSS referred her to the Gospel Mission, Bridges West, and the Counsel on Sexual Assault and Domestic Violence for housing assistance. She was either denied or put on lengthy waiting lists at these places. In the meantime a shooting occurred at the home she and her children were staying at and Child Protective Services became involved. FaDSS provided support for the family during this time to increase efforts on finding safe housing. Julie enrolled in construction

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## COMMUNITY ACTION OF SOUTH EAST IOWA

**Service Delivery Area:** Louisa, Henry, Lee, and Des Moines Counties

**Capacity:** 90

**Successful Goals:** Our team continues to exceed our minimum capacity. One of our program goals was to assist every family in developing a safety plan by their sixth month of program involvement. The type of safety plan developed reflected the needs in the individual families. We also were able to provide safety kits for families that included smoke alarms. This proactive activity assisted families in thinking ahead to assure their family's safety.

**Partnering with Community Agencies:** Community Action of Southeast Iowa's FaDSS program continues to build relationships with partnering agencies. The FaDSS Coordinator and Promise Jobs Supervisor are in continual contact. Team members regularly attend the four counties' interagency meetings to develop additional partnerships and to discover new and existing resources for our families. Our local Slumberland Store made our FaDSS program the point agency/program to distribute new, high quality beds (twins and double beds) to children last December, 2015. This has developed into a year around relationship that has benefited our families.

**Success with Families:** Demone is a single mom of 3 children, two girls, ages 11 and 10, and a son, age 6. Demone originally enrolled in FaDSS in July 2014. She had been recently released from jail and had just gotten her kids back from family. She began working part time at Taco Bell, and worked her way up to manager.

While working with FaDSS she secured unsubsidized housing, received LiHEAP Energy Assistance and signed up with the Angel Tree Program. Due to her Family Development Specialist (FDS) advocating for her, she got a bicycle to ride to and from work. Her FDS also got bikes for all three of her children (plus helmets and locks) so they could ride to the library as a family. The bikes empowered the family to bike around town, to community activities and spend additional positive family time together.

She exited October, 2015, because she was working full-time at Casey's General Store and working her way to assistant manager. She wanted to save her FIP months in case she would ever need them again.

She re-enrolled in FaDSS, January, 2016 when she found herself unemployed. While working with the FaDSS program, Demone has successfully paid off her restitution fines, completed all but 20 hours of her court ordered community service, met with her probation officer monthly, maintained her housing (unsubsidized), purchased a car, and has begun working full-time at MacKay Envelopes.

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## Community Action of Eastern Iowa

**Service Delivery Area:** Cedar, Clinton, Jackson, Muscatine and Scott Counties

**Capacity:** 98 families

### **Successful Goals:**

- We provided 1123 home visits, 15 other visits of home visit quality and 1708 significant contacts
- 50 families were involved in activities designed to increase work preparedness
- 56 families were employed

**Partnering with Community Agencies:** Muscatine Center for Social Action (MCSA), is a community organization with several services available to Muscatine County residents. MCSA offers a pediatric dentistry clinic, adult vision center, domestic violence shelter, free hot meal site on Saturdays, and gym rental. They also offer space to agencies in the community for convenient access to services such as Unity Point Health- Robert Young Center, Behavioral Health Services and Family Empowerment.

This year we have collaborated with them to assist several families in accessing MCSA housing options. They offer transitional housing for families as well as individuals, overnight housing, apartment rental, emergency shelter and homeless prevention navigator. These housing services have been particularly helpful to families in our program to provide an immediate need.

**Success with Families:** This year we worked with 256 families; the following success story shows the positive impact of FaDSS services:

### **Steve and Shawna- Muscatine County**

Steve and Shawna presented with issues of domestic violence in the home and were staying with extended family. They were not only new to the area, but new to the country which made it difficult to present options for transitional housing. The FaDSS Specialist presented the option of moving to the MCSA shelter as a transitional housing option for them. Steve and Shawna were hesitant given the fact they had four children to care for that needed to go to school and wanted them to thrive in a new area. After the initial contact with MCSA, they were on board to help the family move into safe housing. Typically, men are asked to stay in a separate area of the shelter for safety. The FaDSS Specialist, in conjunction with MCSA, made special accommodations for the family given that Steve was the only English speaking member of the family and allowed him to stay with his wife and children in order to meet their cultural needs.

MCSA assigned staff to assist Steve and his family, with the support of FaDSS. The family had a case manager work with them on applying for rental assistance at the shelter, giving Steve job leads and making sure that their stay was pleasant. The homeless prevention navigator was able to assist them on finding appropriate and affordable homes in the area that would meet the family's financial needs. MCSA was also able to provide meals daily, and all dental needs for the children. MCSA assisted Steve in finding a car to travel back and forth to work on a home that the family purchased. These services were provided to the family for four months until they were able to move into their new home in Scott County. As they were preparing for the transition, MCSA continued to rally behind them. They provided the family with bed sheets, pillows, and other home necessities along with school supplies. Through the collaboration of MCSA and FaDSS, this family was able to successfully meet their goal of housing. They are now ready to move on to other goals such as ESL classes for Shawna, enrolling in public school for the children, and finding a job for Steve.

### **For More Information Contact:**

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## **Polk County Family Enrichment Center**

**Service Delivery Area:** Polk County

**Capacity:** 189

**Successful Goals:**

- 83 participants increased their level of education
- 241 participants were employed

**Partnering with Community Agencies:**

The Free Store provides household items and furniture free of charge to women suffering from domestic violence and or needy families. FEC has an agreement with the Free Store that allows us to refer participants to them for household items. Items provided include; beds, dressers, sofas, kitchen tables, lamps, bedding, towels, and a variety of other items. On average, FEC pays the Free Store \$75.00 per family from our local funds.

Ethnic Minorities of Burma Advocacy and Resource Center (EMBARC) has partnered with the Family Enrichment Center (FEC) for assistance in working with families. FEC provides case management services and EMBARC interpreters.

Polk County has partnered with the Des Moines Area Religious Council (DMARC) and the United Way through the General Assistance program. The collaboration has benefited the staff at FEC and participants. Through the collaboration, the "Housing Stability Fund" allows for rental payments above the General Assistance standard, deposits, utilities, utility deposits and some fines to be paid.

Polk County has a new contract with Visiting Nurse Services, Community Voices Interpretation Services. The contract provides interpretation services for non-English speaking families. VNS provides interpretation in more than 20 different languages. Interpreters attend home visits with staff and can assist with phone calls as well.

Polk County partnered with Home Incorporated to provide Homelessness Prevention/Stable Families funds to participants with school aged children.

In collaboration with Polk County Health Services, FEC has continued to refer participants applying for SSI/SSDI based on a mental health diagnosis for on-going rental and utility assistance.

**Success with Families:**

Amelia enrolled in the FaDSS Program in May of 2014. At the time of her enrollment, she was living with her cousin. She and her three children moved to Iowa from Philadelphia, Pennsylvania. Amelia is a refugee from Liberia. She was unable to read or write English. Amelia had lost all of her important documents during the move. She only had a poor copy of her I-94 and driver's license. She did not have social security cards, birth certificates, or immunization records for herself or her children. Staff assisted Amelia by going with her to United Citizenship and Immigration Services (USCIS) to see what she needed to do to get her Green card. She was referred to American Friends Services Committee for assistance with her Green card application, Vital Records to get birth certificates for her children, and IA Department of Public Health for immunization records. Amelia moved out of her cousins home and lived on her own with her three children. She has been working part-time for Service Master since January 2016. Amelia is self-sufficient and exited from the FaDSS program in April of 2016.

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## FOUR OAKS-CORNERSTONE

**Service Delivery Area:** Benton, Delaware, Dubuque, Iowa, Johnson, Jones, Linn, and Washington

**Capacity:** 222 families

### **Successful Goals:**

This year staff focused on improving work preparedness skills for all FaDSS families. FaDSS leadership provided additional training and support to staff to be sure we were capturing the great work they were doing with families. They also provided new staff some ideas for how to increase this area for FaDSS families and more tenured staff shared the benefits of doing so. This year, Four Oaks increased FaDSS families participating in work preparedness skills from 37% last fiscal year to 60% this fiscal year. While it's ideal for families to work through Iowa Works to obtain many of these skills, it also benefits them to have additional support through FaDSS home visits. FaDSS staff provided work preparedness skills to families by helping with resumes, picking up/helping to complete/dropping off applications, practicing interviewing and planning clothing and general resources for getting and obtaining employment. FaDSS staff also recognize that not all families are ready for employment so they are able to focus on helping families stabilize prior to obtaining a job that they may have difficulty maintaining. They can do this by helping families prepare by addressing potential barriers to employment success by having plans for daycare, transportation, and any mental health concerns.

**Partnering with Community Agencies:** Four Oaks would like to highlight our increased partnership with a Linn County housing resource, Willis Dady. Specifically, Emily Zimmon, a case manager from Willis Dady, is an invaluable partner and resource for FaDSS staff as it relates to housing support for families. Since the beginning of the partnership many families have been successfully referred to this organization and have had successful results due in large part to Emily. Emily is a housing specialist who helps families find appropriate and affordable housing. Emily has been especially effective with homelessness and has made it her mission to eliminate homelessness in the Linn County area. After talking with the families that have worked with Emily it was determined that Emily is a tremendous resource for housing and is willing to help all those seeking shelter. We can not praise Emily enough for her help and services and look forward to a continued partnership with Emily and Willis Dady.

### **Success with Families:**

Nessa enrolled in FaDSS in Dubuque County in May of 2015 after being referred from PROMISE JOBS. Nessa is a single parent and has two elementary aged children. She has accomplished so much during her enrollment in FaDSS after working on goals for education, employment and budgeting. In her time in FaDSS, Nessa completed her C.N.A. as well as become a registered in home child care provider. She moved to a new home that is safe and stable for her and the children after receiving her city housing voucher. She is also working on getting a home food based business up and running. Nessa attended some classes and will be getting her Tax ID number soon to help with her new business. She is currently off FIP and doing very well. Her children are enrolled in school and experiencing success there as well. She will exit this month from FaDSS after having a successful transition period of 3 months.

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## **LUTHERAN SERVICES IN IOWA**

**Service Delivery Area:** Clay, Dickinson, O'Brien and Osceola Counties

**Capacity:** 39 families

### **Successful Goals:**

- For every \$1.00 spent on the FaDSS grant there was a return of \$1.35 to the state. This was an improvement from the previous two years (\$1.25 in FY15 and \$1.13 in FY14).

### **Partnering with Community Agencies:**

We continued our close collaborative relationship with Upper Des Moines Opportunity (UDMO) over this past year. This relationship has continued to assist our families in many ways. Among the many services FaDSS participants have become connected to through this and other relationships include: LIHEAP, Shop with a Cop, Embrace Iowa, Food and clothing pantry, Back to school supply program, Alliant energy utility payment program, Crisis funding, WIC, Early Head Start/ Head Start, CPPC Gas Card Fund and the Christmas gift Program. The UDMO program does send referrals to ours as well whenever appropriate.

There was one family that received a car through a collaborative relationship we've established as well. The ATLAS program operates a program known as the ATLAS Car Ministry based out of Sioux Center. There are several criteria for receiving and keeping the vehicle and one program participant was able to complete this process.

The Spencer Dream Center has continued to be an effective outlet for our FaDSS families as well. Our participants utilize this organization for the clothing and food pantry, the free medical and dental clinic, free counseling services and also to the youth center for teenagers. The Dream Center has allowed the LSI FaDSS Program to use their facility to promote our program, to hold meetings and also to get clothing for participants who cannot make it to the center due to transportation issues.

### **Success with Families:**

- A is a single mom with one toddler. When the FaDSS program started working with A she declared that she had low self-esteem and was also battling anxiety and depression. A was unemployed, lacked child care, and did not have transportation. A's FIP money was not enough for her to personally afford her monthly rent and utility bills. FaDSS assisted A with assistance applications to UDMO, Atlas Car Ministry, and to Promise Jobs for FSSG assistance. FaDSS also assisted A with job searching by helping her with her resume and job applications. A eventually was able to obtain a free vehicle from the Atlas Car Ministry with FaDSS advocating on her behalf. A obtained a full-time job at a day care center. A's daughter was able to attend the same day care that she was working at as well. A was promoted and earned a raise shortly before she was discharged from the program and was also able to enroll her daughter in pre-school for the upcoming year. A is now able to afford her rent and utilities and was starting to save money in case of future emergencies.
- S is a single mother of two that left an abusive husband. She completed her two year nursing degree and passed the boards while enrolled in the program. She started working part-time at a nursing home for \$20/hour. She receives treatment for the domestic violence and utilizes services from CAASA as well.

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## **MATURA Action Corporation**

**Service Delivery Area:** Madison, Adair, Taylor, Union, Ringgold and Adam

**Capacity:** 29 families

**Successful Goals:**

- 100 % of families who have children with substantiated substance abuse issues have accessed appropriate treatment.
- 92% of adults who have substantiated chronic and acute illness have accessed necessary and appropriate treatment.
- MATURA FaDSS program has served 49 children 0-5 years of age.

**Partnering with Community Agencies:** This year the MATURA FaDSS program has been able to partner with the SWCC-PAT program. We have sent referrals to PAT for families in need of parenting skills. We have partnered on home visits to help serve the family so that we are consistent with our messages and know what each visitor is working on in the home. With the high number of families that we have with children in the 0-5 age range we can connect families to those parenting services that make a difference in the first years of life. We have coordinated services with families and helped them to better understand the importance of follow thru with appointments for the kids on their development, health issues and other related parenting topics. With child abuse past and present as a reported barrier for families we provide a continuum of support to families that once we are out of the home they can still be working with an in home program to set those supports. We already began work with the PAT program to obtain the ASQ screenings that we will need in our next fiscal year.

**Success with Families:** The Family Development and Self-Sufficiency Program (FaDSS) has helped me improve my life for almost two years. My contact with the program began in the spring of 2014. I was working as a CMA and had fallen and hurt my back. My life seemed to snowball down hill. I lost my job and my home. I am the proud mother of two boys, both with some level of special needs and I was having a hard time taking care of them and recovering from an injury. I enrolled in the FaDSS program and one of the first things I did with the FaDSS Specialist was complete the paperwork for rent assistance and I quickly found an apartment. This stability helped, but I still had some major issues to address. In November I felt like the light at the end of my tunnel was turned off due to lack of payment on bills. I was either being taken to court for medical judgments or one of the other responsibilities I couldn't pay, even buying food was hard. The FaDSS staff advised me to use their Outreach office to access food from the food pantry. I sat in my car for 45 minutes, feeling so absolutely defeated and completely drained. Gathering my nerve I went to ask for help, yet again solidifying my crushed spirit. When I finally entered the building a staff person listened while I poured out my heart. She asked me if I had ever done any office work and if I was interested in volunteering. Soon after that conversation I started volunteering at the office while the boys were at school. In June, I attended a conference and heard a powerful message that turned my light at the end of my tunnel was turned back on! The speaker invited me to go to a training about the 8 to Great Program. I am now a Certified Power Coach of 8 to Great. My goal is to develop a business portfolio to reach the community and be a resource for those in need. FaDSS has helped bring me to a place where I can once again hold my head high. I can't repay what they have given me but I can pass it forward one person at a time. I am so grateful for the support, goal setting and problem solving skills the FaDSS staff taught me. We are on a journey of improving our lives. I am at a place in my own growth that I am excited about the future, and that is thanks to FaDSS. Sheri

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## **MID-IOWA COMMUNITY ACTION, INC.**

**Service Delivery Area:** Boone, Hardin, Jasper, Marion, Marshall, Poweshiek, Story, Tama and Warren counties

**Capacity:** 134 families

### **Successful Goals:**

- 285 families were served
- \$728,012 was earned by employed FaDSS families
- 61% of FaDSS families were involved in activities designed to increase work preparedness skills

### **Partnering with Community Agencies:**

Ethnic Minorities of Burma Advocacy and Resource Center (EMBARC) has proven to be an exceptional community partner this program year. EMBARC's mission is to help refugees expand their world of possibilities through advocacy, education and community development. Through this partnership EMBARC has helped connect numerous families from Burma to the FaDSS program. EMBARC can be counted on to provide quality interpretation services for the diverse dialects families from Burma and the FaDSS program staff need. Additionally, EMBARC staff educate FaDSS staff on the cultures, refugee process and various issues refugee families face on a regular basis. All members of EMBARC are dedicated to the partnership with FaDSS in order for both agencies to provide the best possible services to families.

### **Success with Families:**

Jodi\* enrolled in FaDSS in July 2012. She had just moved to Warren County with her four-year-old son and needed help. In the beginning of her time in FaDSS, Jodi's greatest barrier to achieving self-sufficiency was her mental health. She wasn't able to work and had been denied disability, so Jodi's FaDSS specialist helped her obtain a report of incapacity for Promise Jobs. This report waived her work search requirement until she was healthy enough to find work. In addition to providing support and encouragement, Jodi's FDS connected her to resources including Head Start for her son, the Necessity Pantry, HIRTA transportation, and the license reinstatement program.

As her mental health treatment progressed, Jodi began to work on her physical health – even undergoing weight-loss surgery. With both her mental and physical health improving, Jodi's FDS provided her with information about potential employers, job readiness activities, and other employment supports. As a result of Jodi's hard work and the support provided by her FaDSS specialist, Jodi obtained part-time employment (which became full-time employment), her driver license was reinstated, and her family no longer needed FIP support.

\* The woman in this story is not named Jodi. Her real name was changed to protect her privacy.

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## **MID-SIOUX OPPORTUNITY**

**Service Delivery Area:** Cherokee, Ida, Lyon, Plymouth and Sioux Counties

**Capacity:** 35 families

### **Successful Goals:**

- 90% of families were involved in activities designed to increase work preparedness skills. Families are more equipped to enter the workforce when participating in these types of activities. This, in turn, helps our families obtain a job with a wage allowing them to be self-sufficient.
- 86% of children ages 0-5 were enrolled in an early childhood program. That is up from 70% last year.
- We maintained an 80% enrollment rate for families that were contacted regarding the FaDSS program. With referrals decreasing, a high enrollment rate has helped our program to maintain capacity. It also means a high percentage of families on the FIP list are able to benefit from FaDSS services.

### **Partnering with Community Agencies: Drug Endangered Children Program**

This year, the Cherokee/Ida County Drug Endangered Children Alliance (DEC) has made a huge impact on our FaDSS program. The mission of the DEC team is to empower communities to break the cycle of drug abuse in families by providing the tools allowing for a collaborative response that ensures the safety of children. This relationship was formed due to FaDSS and DEC staff both attending the Cherokee/Ida County Planning Council Meetings. We are fortunate to have an active DEC team in 2 of our counties. DEC offers activity scholarships, such as discounts for a summer pool pass, registration for community recreational activities, assistance with sporting equipment or fees, to our families, giving drug-affected children highest priority. Out of the 10 families who applied for these scholarships, all 10 were approved for assistance. These scholarships provided months of activities for families this year. Our local DEC team has also made available bed scholarships to drug-affected children. Together, we were able to provide beds, frames, comforters, sheets, and pillows for 3 families and 7 children. Our families wrote and made "Thank You" cards and DEC will be showcasing one of our shared families in their newsletter. We appreciate the DEC involvement and the improvement they have made in our FaDSS family's lives.

### **Success with Families:**

Betty is a single mom of 2 little boys. Betty enrolled in the FaDSS program in April of 2015 as a re-enrollment. With a goal of furthering her education, FaDSS assisted Betty with the enrollment process to attend college at Northwest Iowa Community College in Sheldon. Betty enrolled in the LPN program and graduated with her LPN in May of 2016. Betty had a lot on her plate with raising her two boys and going to school full-time. With little income coming in while going to school, FaDSS made sure Betty was aware of local resources that could help her during this time. Some of these resources included housing assistance, energy assistance, Christmas gifts, and utilizing FSSG funds. All of these resources and support provided by FaDSS made things a little less stressful for her so she could focus on pursuing her education and caring for her children. After graduating and taking her boards, Betty obtained a part-time job at a nursing home making \$17/hour for the summer. Betty is making a wage that allows her to be self-sufficient and she is scheduled to begin the RN program in August of 2016.

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## NORTHEAST IOWA COMMUNITY ACTION CORPORATION

**Service Delivery Area:** Allamakee, Bremer, Chickasaw, Clayton, Fayette, Howard and Winneshiek  
**Capacity:** 77 Families

**Successful Goals:** 75 out of 78 adults and 54 out of 54 children with substantiated mental health issues accessed necessary and appropriate treatment, 96% - 100% respectively. 15 out of 15 adults with substantiated substance abuse issues accessed necessary and appropriate treatment, 100%. 36 out of 36 adults and 12 out of 12 children with substantiated chronic and acute physical illness accessed necessary and appropriate treatment, 100%. 10 families involved in GED/high school, 1 completed, 10 families involved a less than 2 year education program, 9 completed, 23 families involved in a 2 year program, 3 completed, 3 involved in a 4 year education program, 1 completed.

**Partnering with Community Agencies:** This father is a single parent of two children. The children were placed in his primary care in fall 2015 when the Department of Human Services removed them from their mother. He currently works with Families First Integrated Home Health and has FSRP services. FaDSS communicated with other home visitors in order to provide coordinated services for the family. The children have adjusted to their new living environment. FaDSS helped the family connect with Family Services and complete paperwork for Head Start. Dad is addressing the mental health needs of his daughter as she attends counseling at Alternative Treatment. His son receives SSI as a result of a birth defect. He sees his specialist annually at the Shiner Hospital in Minneapolis MN. FaDSS was able to assist the family during the Iowa Medicaid transition so that the child could remain a patient at that hospital. The father has always displayed good parenting skills during our visits and is transitioning well as a fulltime parent. He has a strong support system and can depend of friends and family. When first enrolled in the program, he was unemployed and having difficulty finding a job. FaDSS connected him with Manpower, a hiring agency, as well as several job opportunities in the area. He was able to gain fulltime employment. He was able to utilize FSSG to repair his vehicle, which was not in safe running order. He owns his own home. FaDSS provided him with an application to the NE Iowa Regional Housing Trust Fund to make some repairs. FaDSS also referred the family to NEICAC Weatherization. He's in the process of having energy efficient work done throughout the home. He has the desire to further his education in the future. He would like to become a certified mechanic or electrician. Referrals to local community colleges were made. In addition, FaDSS referred the family to several resources while enrolled in the program: LIHEAP, Family Services, Head Start, free tax filling services, DHS/Medicaid, TMS, Embrace Iowa, the local Food Shelf, UERHPC, NICC, employment opportunities in the area, FSSG and NEIRHTF.

**Success with Families:** A single 18 year old mother with a 1 year old son and is pregnant with her 2<sup>nd</sup> child. She has grown up in generational poverty. She and her family resided in low-income housing in Missouri where money has always been tight. Her mom left when she was a teenager. She became pregnant at a very young age and the only school she missed was during her maternity leave. She moved with her dad, step mom, and younger siblings to Iowa last summer and she continued her school through an alternative high school. She graduated this May! She has been accepted to Upper Iowa University this fall, and will be majoring in Art Literature. She is thinking about using art in therapy and pursuing a Human Services degree, and is also considering going into Education and becoming a teacher. She is in the process of narrowing this decision down. She will be the first in her family to receive a Bachelor's Degree when she finishes school. She is a great mom and has overcome many obstacles associated with being a teen mom. She is nurturing, caring, and loving toward her son and ensures that all of his needs are met. She is an inspiration to other young parents. She shared with me recently that she posted a picture to social media of herself, in her cap and gown, with her son on her hip and her pregnant belly visible, with the caption "If I can do it, anyone can."

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## NORTH IOWA COMMUNITY ACTION ORGANIZATION

**Service Delivery Area:** Butler, Cerro Gordo, Floyd, Franklin, Hancock, Kossuth, Mitchell, Winnebago and Worth

**Capacity:** 72 Families

### **Successful Goals:**

- Seventy-eight households entered the FaDSS program to improve family functioning. Families who recognize the need for assistance with daily family activities showcase themselves in wanting to become self-sufficient.
- Forty-two households entered the FaDSS program to improve their parenting skills, recognizing the importance of proper parenting to assist them on the road to self-sufficiency.
- Sixty-six families with one hundred-nineteen individuals obtained age appropriate immunizations, medical and dental care, which provides a positive impact for children, modeling the importance of self care.

**Partnering with Community Agencies:** NICA O FaDSS continues to strive to have a strong solid relationship with our local PROMISE JOB (PJ) staff. We meet quarterly to discuss updates to our programs, to share ideas that assist us in serving our families. The PJ and FaDSS staff also utilizes this time to discuss in depth individual clients and challenges that they may face and what can be done to assist them in becoming self-sufficient.

**Success with Families:** Monica did not have the best track record when it came to relationships and the last one was abusive and in order for her to escape it she moved to Iowa. She enrolled in the FaDSS program and her worker assisted her with her mental health by referring her to a therapist. She is diagnosed with Bi-polar and has additional mental health ailments that cause her to face challenges in working and being able to attend school, unless her conditions are under control.

She would go through phases where she would feel better and then stop attending her mental health appointments and then she would hit a crisis and sink into her depression that put her in a state of not being able to function. Her FaDSS worker assisted her with many coping skills, she also had a therapy cat that seemed to really help her, and she began journaling and coloring. As she read some of her journals she started to see a pattern of behaviors of when she stopped getting help and agreed that mental health was indeed helping her even if she didn't think it was at first and this was a huge step for her to recognize.

Monica made new healthy relationships and finally got on the right medication and started feeling good about herself and being the mom she wanted to be. With the support of her FaDSS worker Monica made positive strides and was finally given the go ahead to work or attend school and finish her HSED. She chose to get her HSED, since she would be the first one to receive this in her family. Her FaDSS worker discussed with her how this is a positive step for her in order to break any generational patterns that she grew up with and how she can set a better example for her son.

Monica graduated with her HSED within the top 5 of her class. She loves computers and numbers and is looking at going to community college for accounting. She knows her strengths and weakness and knows she needs to pick a job or field of study where she works more independent and not with many people like customer service. Monica is a success for breaking patterns in her family and recognizing what she needs to become what she wants to be for her and her son. She went from one negative relationship to the next and not being able to leave her apartment and is now bettering herself and being independent and wanting to go to school and continue her education.

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## OPERATION THRESHOLD

**Service Delivery Area:** Black Hawk, Buchanan, Grundy Counties

**Capacity:** 79 families

### **Successful Goals:**

During FY16, we maintained or exceeded 100% capacity. We also had 100% of our participants and their children, who were experiencing chronic physical illness, seek treatment for their health issues. We had four participants complete their HiSED, five participants completed a skilled trades program, three graduated with a two year degree, and we had three families working to complete their four year degree. Families found that with furthering their education, they were able to find better paying jobs. We had 121 participants involved in activities designed to increase work preparedness skills and approximately 67% of those families (unduplicated) became employed.

### **Partnering with Community Agencies:**

Our partnership with the HOPES program, through Lutheran Services in Iowa, benefitted many of our families this year. We received referrals from the HOPES home visitors, including for participants who had several barriers that interfered with the home visitors' ability to accomplish the child development goals they were addressing with their programming.

One family referred was working with HOPES because her two youngest children were showing delays. The HOPES home visitor was not able to work with the children as much as she needed. This was because the home visitor felt the mother's barriers/crises needed to be addressed in order for the family to be successful in the program. This participant dual enrolled in FaDSS and the FaDSS Specialist was able to assist the mom with finding employment, linked her with a mental health provider, and is helping her to achieve her other self-sufficiency goals. The home visitors and the participant have found this partnership beneficial and both programs served a role in helping the family become successful.

### **Success with Families:**

When F.O. was first enrolled in FaDSS she resided in the Women's Shelter with her young son. Fleeing domestic violence, she moved to the United States from a U.S. territory and had stayed at several shelters before arriving in Waterloo. Her two older children had remained in her homeland with their grandma until F.O. could afford to bring them here. F.O. was very motivated and set several goals for herself. She wanted to find independent housing, become employed, and save enough money to have her other two children join them in Waterloo.

F.O.'s FaDSS Specialist referred her to a housing program that assisted with the first few months of rent. She also assisted F.O. with filling out job applications. This required some assistance from an interpreter since F.O.'s primary language is Spanish. With persistence, F.O. was hired as a housekeeper for a hotel. After saving for about four months, she was able to move her other children to Iowa. Once the children were here, her Specialist helped her get them all enrolled in school. Her Specialist also talked to her about counseling for the children after learning what they had experienced in Puerto Rico, as well as helping with the transition to a new culture/home. Before F.O. exited, her Specialist also connected her with other supports, especially assistance with translation and interpretation needs. F.O. was able to accomplish all of her goals in the short nine months she was enrolled in FaDSS.

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## **SOUTH CENTRAL IOWA COMMUNITY ACTION PROGRAM**

**Service Delivery Area:** Clarke, Decatur, Lucas, Monroe and Wayne Counties

**Capacity:** 53

**Successful Goals:**

- One individual completed GED/high school; two individuals completed less than a two year education program; and two completed a four year education program. Specialists are promoting education attainment with families.
- 100% of adults and children with substantiated mental health issues accessed necessary and appropriate treatment.
- 100% of families experiencing domestic violence accessed necessary and appropriate assistance.

**Partnering with Community Agencies:**

FaDSS has been partnering with many different community agencies to plan a Back to School Night in Wayne County for low income families. The following agencies were included: Wayne Child Abuse Council, Wayne County Ministerial Alliance, ISU Extension, SCICAP programs, Public Health (Wayne, Decatur, and Marion), First Five, local beauticians, Wayne County Conservation, Youth Launch Leaders, Milestones, Child Care Resource and Referral, AmeriHealth Caritas, Amerigroup, United HealthCare, Soul to Soul, Corydon School, Seymour School, Humeston School, law enforcement, Safe Coalition, Crisis Intervention, SIEDA Drug and Alcohol, WIC, Nest, AEA, Juvenile Courts, Parents as Teachers, Children and Families of Iowa, Parent Partners, DHS, Hospital, Medical Clinics, and Community Partnerships for Protecting Children. All of these agencies coming together and working as a team made it possible for these children to receive a backpack full of school supplies, a meal, height and weight checks, vision and hearing screenings, haircuts, car seat safety checks, new car seats, new booster seats, books, play fun games for prizes, get a new pair of school shoes, choose from a selection of gently used clothing, and take home informational brochures.

**Success with Families:**

Amanda was referred to the FaDSS Program by her Parent Partner. She had just left her husband due to a complicated domestic violence situation. Amanda and her two children were forced to move and her only choice was to live with a friend in another county. Amanda was not familiar with available resources after relocating. Amanda's Family Development Specialist helped her apply for low rent housing and she was able to move into an apartment within a few months' time. Amanda set an education goal to earn her Hi-Set and complete Emergency Medical Technician classes. While attending school, Amanda was also working a part time job at the Hy-Vee Warehouse. Amanda hurt her back while working but she was still able to complete her Hi-Set and her EMT classes. Amanda's long term goal is to continue her education and become a paramedic. She was dedicated to completing her goals and never gave up even though she struggled with numerous barriers. Amanda was thankful for Patty's assistance along her journey to self-sufficiency. She credits Patty with helping her find a domestic violence advocate; increase her self-esteem; cheering her on to complete her classes; improving time management skills; building parenting skills; job searching; and funding to repair her vehicle.

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**SOUTHERN IOWA ECONOMIC DEVELOPMENT ASSOCIATION**  
**Db a Sieda Community Action**

**Service Delivery Area:** Appanoose, Davis, Jefferson, Keokuk, Mahaska, Wapello and Van Buren Counties

**Capacity:** 108

**Successful Goals:**

- ❖ Provided services for 228 families this fiscal year, of which 52 individuals were involved in some form of education advancement, 86 were employed either full/part-time, and 61 individuals were involved in activities designed to increase their work preparation skills.
- ❖ Served 226 children 0-5. 55 were enrolled in early childhood programs and 119 of the families were involved with their child/ren's formal education.
- ❖ 28 individuals were enrolled in post high school programs in an effort to improve prospects for a better paying job. 4 completed a technical certification program, 4 obtained an Associate's Degree and 1 individual obtained a Bachelor's degree.

**Partnering with Community Agencies:** One of the most significant partnering improvements this year involved our work with Promise Jobs. Both Sieda and Promise Jobs staff met at a combined staff meeting to learn more about the "expectations" of our individual programs as well as "what works" in our efforts to help FaDSS families. With the encouragement of PJ staff, one FaDSS staff each week presents the basics of FaDSS to individuals at the required PJ orientation. Since this meeting, FaDSS has enjoyed 6 consecutive months of PJ referrals assisting us in meeting our capacity expectation. There has also been improved communication (email and face to face) between PJ and FaDSS staff regarding shared families. At the combined meeting, PJ staff indicated what information was "helpful" to them in the Monthly Participation Reports and FaDSS staff have implemented those suggestions in authoring the reports. We plan to meet as a combined group at least two times a year.

**Success with Families:** In June of 2014, a young mother, Olive, in Appanoose County was involved with DHS child welfare, unemployed and being evicted from an apartment she had shared with an ex-boyfriend. Olive enrolled in FaDSS and with the support and assistance of her FaDSS Generalist, she began working toward what she "wanted" for herself and her child. Olive applied to the Sieda TBRA Housing Program, was approved and now lives in a safe, small home. Olive's FaDSS worker encouraged her to apply for LIHEAP and she received utility assistance. There was stress for Olive due to money, relationship concerns and DHS. The FaDSS Generalist attended DHS staffings and court with Olive for support and to help her process "next steps." The FaDSS worker referred the young mother to mental health counseling and provided information for contacting the Domestic Violence Advocate. Olive continues to participate in individual counseling and medication management. She also met with the DV Advocate and has that support, if needed. With a preschooler in the home, the FaDSS worker recommended Parents as Teachers. Both Olive and her child look forward to the PAT visit each month. Olive felt she was ready to enroll in on-line classes and is now working on a Business Administration Degree. Recently, her FaDSS Generalist brought information about a position she thought might interest Olive. She applied and will start employment with Children and Families of Iowa, as a Parent Partner on 9/2/16. Olive will be transitioning out of FaDSS and indicates she will miss meeting with her FaDSS worker.

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## UPPER DES MOINES OPPORTUNITY, INC. PROGRAM

**Service Delivery Area:** Buena Vista, Emmet, Hamilton, Humboldt, Palo Alto, Pocahontas, Webster, and Wright counties

**Capacity:** 75

**Successful Goals:** 96% of adults and 95% of children with mental health have accessed necessary treatment. 96% of adults and 92% of children with chronic or acute physical health accessed treatment.

**Partnering with Community Agencies:** Upper Des Moines Opportunity has strengthened our partnership with child development agencies in our service area. Once we started using the ASQ-3 and ASQ-SE we reached out to all child development programs in our area to let them know that we were now using these assessments. Through this, we have been able to conduct more joint home visits, increase families' knowledge of child development and increase Specialist awareness of resources in our area.

### **Success with Families:**

After entering herself into substance abuse treatment and DHS involvement, Hollis started receiving FIP and enrolled in FaDSS. She was not afraid to admit that she needed help to get her life back on track and she relied heavily on those around her to keep her moving forward. Hollis started cooperating with everything asked of her by DHS and attended her group and substance abuse treatment hours faithfully. Shortly after entering treatment and being moved up on their tier level system at the facility, Hollis got out more and was hired to work close to full-time hours doing housekeeping. FaDSS talked with Hollis about budgeting and she was quickly able to save up enough to purchase a car to get her back and forth to work. We also helped Hollis locate a childcare center to use during work hours. Hollis has been in a continued custody battle with her ex and FaDSS helped Hollis to pursue education for her daughter when that became a factor in determining where her daughter will end up. FaDSS directed Hollis to the HUD application process when her anticipated exit from treatment was approaching and shortly after receiving her voucher, she was able to find an apartment that she really likes and for now, she maintains 50/50 custody until the case goes back to court. FaDSS was able to give Hollis some needed items for her home through donations we had received, which she was very grateful for. At exit, Hollis was ending her 90 day transition after going off FIP completely. She was working through her final phase of transitioning out of treatment living to her apartment and was still working full-time and enjoying her new, sober life that revolves around her and her children's happiness!

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## WEST CENTRAL COMMUNITY ACTION

**Service Delivery Area:** Cass, Crawford, Fremont, Harrison, Mills, Monona, Montgomery, Page, Pottawattamie, and Shelby Counties.

**Capacity:** 105

**Successful Goals:** FaDSS Specialists reported 2,160 significant contacts, 527 advocacies and 655 referrals for year ending 2016. Specialists also reported providing 169 parent education units. This is in addition to parent education provided by other agencies. Increasing a family's community involvement and expanding their support system is provided by connecting families to support groups in their community. Families attended 181 support groups during the program year.

**Partnering with Community Agencies:** WCCA FaDSS Program continued its involvement with the Human Services Advisory Council, a 60 member organization committed to making a difference in the community. FaDSS Staff actively participate in three committees. The transportation committee sponsored workshops on buying a used car, car maintenance, and using public transportation, with an actual bus ride through the metro area. The Children Youth and Families committee sponsored a workshop on "Screen Time". The workshop informed parents of the effects of electronic devices on children. The Committee also sponsored, "Cooking Matter". The committee worked with Hy-Vee, VNA, and ConAgra Foods and provided a guided grocery store tour to help families buy Healthy and affordable foods. The housing committee sponsored along with Fair Housing Center of NE-IA and Iowa Legal Aid an "Educated Renter" Clinic. The clinic offered renter's information necessary to obtain and keep housing. Staff continued its involvement with Promise Partners Youth and Family committee. This group brought the Laundry Love project to Council Bluffs twice in the last program year. Eleven agencies work together to assist families with laundry while promoting family time. In addition FaDSS Staff are involved with Prevent Child Abuse/Shaken Baby taskforce, The Mental Health/Substance Abuse network, and Pottawattamie County COAD (Community organizations active in disaster). Staff continued involvement with Circles of Support.

**Success with Families:** Jane Doe, a 25 year old, single mother of one boy, age 2 enrolled in FaDSS In October 2014. At enrollment Jane needed housing, a vehicle, parenting education, and wanted to continue her nursing education. While in FaDSS Jane obtain subsidized housing, a vehicle and began school at Southwest Community College. With the support of FaDSS and her Family, at exit a year and half later, Jane was employed fulltime and continuing her nursing education part time. She purchased her own vehicle. She credits her FaDSS Worker with helping her follow her goals, provide resources, budgeting and most importantly encouragement as she worked toward self-sufficiency.

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## **YOUTH AND SHELTER SERVICES, INC.**

**Service Delivery Area:** Audubon, Boone, Calhoun, Carroll, Dallas, Greene, Guthrie, Marshall, Sac, Story  
**Capacity:** 88

**Successful Goals:** Youth & Shelter Services (YSS) FaDSS team assists families in realizing their goals towards employment and financial self-sufficiency. In addition to state FaDSS outcomes, YSS FaDSS program uses an internal outcome tool to measure program goals. The outcome tool measures and tracks two major outcomes with six outcome indicators, numbers served, and results achieved. YSS and the FaDSS program also maintain the CARF National Accreditation beginning in 2009.

YSS exceeded the state target for the outcome indicator; Families will continue to receive services after the last month of FIP is received. The state target is 60% and YSS FaDSS exceeded the goal at 82%. With emphasis on establishing an aftercare plan at initial home visit, families are made aware of the benefits to remain in the FaDSS program for three months off FIP. During the three month transition period, staff focuses on the family's aftercare plan to continue their self-sufficiency, which was implemented at enrollment. FDS link families with ongoing supportive services and provide advocacy that enhance their self-sufficiency.

The achieved results for the FaDSS outcome indicator, Head of Household employed at exit, exceeded the states target outcome goal of 46%. YSS FaDSS outcome was 59%. YSS provides opportunity and resources for families searching for employment to enhance their skills at finding jobs and maintaining those jobs. This can be in the form of resume writing, job interviewing, securing available transportation along with safe and adequate childcare.

**Partnering with Community Agencies:** FaDSS partnered with Iowa State Extension and the "Buy Eat Live Healthy" program. A program assistant attended one of the FaDSS staff meetings and spoke with the FaDSS staff. The "Buy Eat Live Healthy" program assistant provided staff with brochures and pamphlets. Staff then brought this information to families and referred them to the service. Those families that were interested were given eight lesson cooking and nutrition classes in their own home. Families learned how to budget with food stamps, waste less food, prepare easy low-cost meals, and about the benefits of making and eating meals together to strengthen family relationships.

**Success with Families:** Promise Jobs referred a 23-year-old single mother and her three year old daughter. This young woman was trying to get away from a domestic violence situation involving the child's father. A no contact order had been obtained. She was living in the ACCESS shelter through Domestic Violence Alternative (DVA). She desired to get her own apartment but needed a copy of her birth certificate to apply for HUD housing. FaDSS assisted her in getting a birth certificate. She found an apartment after receiving her voucher and with the help of FaDSS moved in. She was working part time and needed reliable childcare. She needed to obtain her daughter's immunizations before her daughter could be receiving childcare. During home visits she wrote a goal to get the immunizations. She accomplished the goal within 6 weeks. FaDSS gave her listing for childcare providers in her area and her daughter is now enrolled in Head Start. With her daughter having reliable childcare, she could now work full time at her job. She was able to get off FIP and be self-reliant. While in the program, she was given referrals to area agencies to help with employment, practiced resume writing, assistance for work clothes, housing, and emergency food box.

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